

# NETWORK MANAGER REPORT

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FEBRUARY 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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## OVERVIEW

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### Operations

During the month of February, AI was approached with one new partnership opportunity while application development and testing quickly move the project pipeline towards our goal of twenty new services for the year. In February, AI implemented five new applications and completed change management updates for four additional applications.

Highlights for the month were:

- AI attended a meeting with the Alabama Board of Pardons and Paroles to discuss a new payment service. The Supervision Payment Application will allow parolees to pay their monthly dues using a credit or debit card. AI will provide, as part of the self-funded solution, USB peripheral devices used to read the cards in the field offices.
- The Department of Revenue Motor Vehicle Division International Fuel Tax Agreement (IFTA) application more than doubled from the February 2008 transaction total of 454 to 1,045. This merchant service application allows licensees to renew and pay for their International Fuel Tax Agreement (IFTA) licenses online.
- AI launched several applications for the Alabama Board of Examiners of Assisted Living Administrators; including Assisted Living Replacement License, Assisted Living Nursing Home Initial License and Renewal License application.
- The Alabama Department of Corrections Inmate Banking Deposit System processed over 2,100 transactions in February. Inmate deposits increased 29% from January with over \$141,000 deposited into inmates' accounts.
- AI is in the middle of another re-design of alabama.gov. The new version will include additional web 2.0 features, with an emphasis in social media, mobile applications, and social networking.
- AI launched a redesigned version of the Boat Registration Point of Sale System for the Alabama Department of Conservation and Natural Resources. This service allows county probate offices to interface with the DCNR boat registration system for annual renewals, new registrations, transfers and reprints. The new application included additional validation and administrative privilege functionality.
- Updates were completed to the Alabama Real Estate Commission's Transfer and Course Management Application Program (CMAP). The transfer update allows the application to run more efficiently, allowing licensees, based on their current status, to transfer, inactivate and change their name in one transaction.
- AI launched the second application for the Alabama Onsite Wastewater Board. The exam registration application allows users who wish to become licensed in onsite wastewater to register online.

## **Marketing**

In February, the marketing team focused on plans to drive adoption for underperforming Portal applications. The marketing team narrowed down a list of prospective marketing solutions to focus directly on those solutions in order to make the biggest impact.

Dana Rowzee assisted the Department of Education in judging Internet marketing proposals at the Alabama State DECA Conference. DECA (formally Distributive Education Clubs of America) is an international association of students and teachers of marketing, management and entrepreneurship. During the conference, student teams were presented a situation pertaining to Internet marketing and then had approximately 30 minutes to prepare responses and present them to the judges. Judges ranked presentations on communication, analytical and critical thinking skills as well as perceived teamwork and time management.

## **Customer Service**

This month the customer service team continued to provide support with assistance via phone and application specific emails. Over the course of the month the team answered over 150 online and offline chats. The majority of the chat topics were related to income tax filings and refunds for those individuals who have already filed their state income tax.

Alabama Interactive launched an enhanced version of the Boat Registration Point of Sale System for the Alabama Department of Conservation and Natural Resources. AI's customer service team worked with the Department of Conservation and Natural Resources to ensure the new version would be both efficient and user friendly. Cheri Heart, the license manager for the Department of Conservation and Natural Resources, said, "I know you have worked very hard on this, thank you very much for all you do."

## **Development**

The month of February brought the AI Dev-Share team together for two meetings. During the first meeting the team discussed the addition of common functions to add to AI's existing feature list for portal applications. This list of features is re-used during the development of all applications, making the development process more efficient. During the second meeting, the team discussed potential functions and features to include within the first alabama.gov iPhone application. With the help of the marketing staff, the Dev-Share team pinpointed the most beneficial and feasible features which included: a services search, the use of Google Maps, constant news updates and an iPhone optimized version of alabama.gov. For the application to seamlessly provide as many features as possible, the team created Twitter, RSS and Google Mapping feeds.

The team is also working on migrating applications to NIC's new TPE 2.x. The migration will include all application databases to a new version of the Oracle database, and continuing to re-write and migrate all remaining legacy PERL applications to a Java virtual server environment.

In February, the AI staff formally welcomed graphic designer, Joy Vuijk. Joy came to AI from the Montgomery Advertiser where she was the Online Production Coordinator for two years. Her initial work on the redesign of alabama.gov has already made a great impact to both the AI Dev-Share team and to the portal.

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## PROJECT REPORT

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### Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows Nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010

## Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewals - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Allows real estate licensees to update their continuing education	02/03/2010
Alabama Real Estate Commission	Transfer Application	Allows licensees to transfer, activate or inactivate licenses and/or change name	02/03/2010

## In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2009
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in internal testing	October 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in internal testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in internal testing	January 2010
Alabama Board of Nursing	Initial approval for AP Nursing CNM/CRNP	Allows CRNP and CNM to apply for a collaborative license	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLC to pay annual registration fee online	This application is in agency testing	TBD

## In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in pre-project phase	January 2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in pre-project phase	TBD
Alabama Department of Child Abuse & Neglect Prevention	Grant Application	Allows users to apply for grants online	This application is in pre-project phase	April 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in pre-project phase	TBD
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	TBD
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in pre-project phase	TBD
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Supreme Court	Merchant Service	Allows attorneys to pay for online filings	This application is in pre-project phase	TBD
Alabama Licensure Board for Interpreters and Translators	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD

Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Department of Public Safety	Fatality Tracking System	Allows users to track fatalities statewide via touch screen monitor	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in pre-project phase	TBD



## Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite of existing application	This application is in agency testing	December 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in internal testing	April 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in internal testing	April 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	June 2009
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Real Estate Commission	Instructor Renewal	Update to dates and receipt page	This application is in agency testing	June 2009
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Nursing	Nursing Endorsement	Updates to existing application	This application is in agency testing	September 2009
Alabama Board of Nursing	CRNA – Rewrite	Apply for CRNA license online	This application is in testing	TBD

Alabama Board of Nursing	Exam – Rewrite	Allows licensees to apply for exam online	This application is in testing	TBD
Alabama Board of Nursing	Military Actively deployed – Rewrite	Allows licensees to renew online	This application is in testing	TBD
Alabama Board of Nursing	Name/ Address change - Rewrite	Allows licensees to request a new card online	This application is in testing	TBD
Alabama Real Estate Commission	Menu Update	Allows licensees to view real estate online services	This application is in agency testing	TBD
Alabama State Banking Department	License Renewal	Allows licensees to renew online	This application is in internal testing	TBD
Alabama Farmers Market Authority	Shopping cart	Updates to existing application	This application is in development	TBD
Alabama Plumbers & Gas Fitters Examining Board	License Renewal	Updates to existing application	This application is in development	TBD
Alabama Secretary of State	Monthly Search	Updates to existing application	This application is in the pre project phase	January 2010
Alabama Alcohol Beverage Control Board	Initial License	Updates to existing application	This application is in pre-project phase	November 2009
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Board of Nursing	Data Download	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Nursing	Fee/Fine	Updates to existing application	This application is in pre-project phase	TBD
Alabama State Board of Chiropractic Examiners	Facility and Initial	Rewrite of existing application	This application is in pre-project phase	TBD

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## SERVICE REQUESTS

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### **Service Request #220**

Alabama Board of Pardons and Paroles – Supervision Payment Application

Alabama Interactive requests and recommends this service for the Alabama Board of Pardons and Paroles be added to the network. The payment application will be a transaction fee service and will be developed at no up front cost to the Board.

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## MONTH IN REVIEW

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Total AI Network Transactions:	432,077
Average Successful Request per Day:	15,431
Total alabama.gov Visitors:	64,770
Total alabama.gov Page Views:	551,775
Total alabama.gov Chats or Offline Messages from Live Help:	151
Total AI Customer Support Emails:	270

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## OPERATIONS & ADMINISTRATION

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Alabama Interactive is excited about all the projects already in the queue for development in 2010. In February, AI hired Joy Vuijk to become a part of the growing development team. Joy's graphic design skills have already proven to be an asset to the team and we look forward to her adding fresh ideas during the re-design of alabama.gov.

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## OTHER BUSINESS/IN CLOSING

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In closing, February was another successful month for the portal with the launch of five services and another four updates. The next few months should see several more new application releases and many more updates. We are looking forward to a great 2010.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at [barrett@alabamainteractive.org](mailto:barrett@alabamainteractive.org)

Respectfully Submitted,

Barrett Gilbreath